



FTS2001 Contract Notifications

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Objectives

- **Define Contract notifications**
- **Explain why we need notifications**
- **Challenges DITCO is facing with notifications**
- **Where we are today**



ITS2001 Contract Notifications

- **Minimum of 3 notices required**
 - **Service Request Acknowledgment**
 - **COB next duty day**
 - **Acknowledges receipt of valid request**
 - **Service Order Notification**
 - **3 business days after acknowledgment**
 - **Request for additional information**
 - **Reject notice**
 - **Acceptance notice**
 - **Contains unique tracking number**
 - **Provides breakout of service costs**
 - **List contractor POC information**



Notifications (cont'd)

- **Service Order Completion Notice**
 - **24 hours after completion of service**
 - **Provides service completion date for billing**
 - **Identifies all costs except volume discounts**
 - **Invoicing starts 72 hours after Service Order Completion Notice is received, unless notified of unsatisfactory service**



Why Are Notifications Required?

- **Tracking**
 - **Ensures contractor has requirement**
 - **Proactive in resolution of problems**
 - **Service date**
- **Billing and Invoicing**
 - **Vendor Account Number to build CSA**
 - **Cost of services for obligation**
 - **Start and stop of obligations**



Notification Challenges?

- **Vendors unable to identify a unique account number**
- **Vendors unable to provide notifications within contracted time frames**
- **Notifications received with insufficient/incorrect data**



Where Are We Today?

- **Working with vendors on a daily basis to clear discrepancies**
- **DITCO has allowed vendors to use spread sheets to expedite clean-up of overdue notifications**
- **We have reduced the number of overdue notices**
- **DITCO contracting personnel working overtime populating database for billing**
- **Get well date - Mid-May 2000**



Summary

- **Service order notifications were defined**
- **Need for Service order notifications was explained**
- **Identified challenges with FTS2001 Contractor Notifications**
- **Explained where we are today in resolution of notification challenges**